Reporting Elder Abuse

Everyone, not just mandated reporters, should report elder abuse if they suspect it has occurred.

If in doubt, always report.

Reporting often leads to interventions that can save property, money, dignity, or a life.

How to Report Elder Abuse

If a known or suspected instance of elder abuse has occurred in a long-term care facility, like a nursing home, residential care facility for the elderly, or assisted living facility, the report should be made to the local Long-Term Care Ombudsman, the licensing agency (for nursing homes, Licensing and Certification Program of the California Department of Public Health, and for residential care facilities and assisted living, the Community Care Licensing Division of the California Department of Social Services), local law enforcement, and the Division of Medi-Cal Fraud and Elder Abuse (DMFEA).

If the abuse has occurred outside of a long-term care facility, reports should be made to the local Adult Protective Services agency, the local law enforcement, and the DMFEA.

The reporting person is protected from both criminal and civil liability.

California Department of Justice
Division of Medi-Cal Fraud and Elder Abuse
Hotline: (800) 722-0432
http://oag.ca.gov/dmfea

California Department of Public Health
Licensing and Certification Program
https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/LandCProgramHome.aspx
Call Center: (833) 422-4255

California Department of Social Services Reporting
https://www.cdss.ca.gov/reporting/report-fraud
Adult Protective Services: (833) 401-0832

California Long-Term Care Ombudsman Services
CRISIS Line: (800) 231-4024

If you suspect a person who is elderly or disabled is being abused, please contact us at:

Division of Medi-Cal Fraud and Elder Abuse
P.O. Box 944255
Sacramento, CA 94244-2550
Phone: (916) 559-6180
Email: *DMFEAoutreach@doj.ca.gov*

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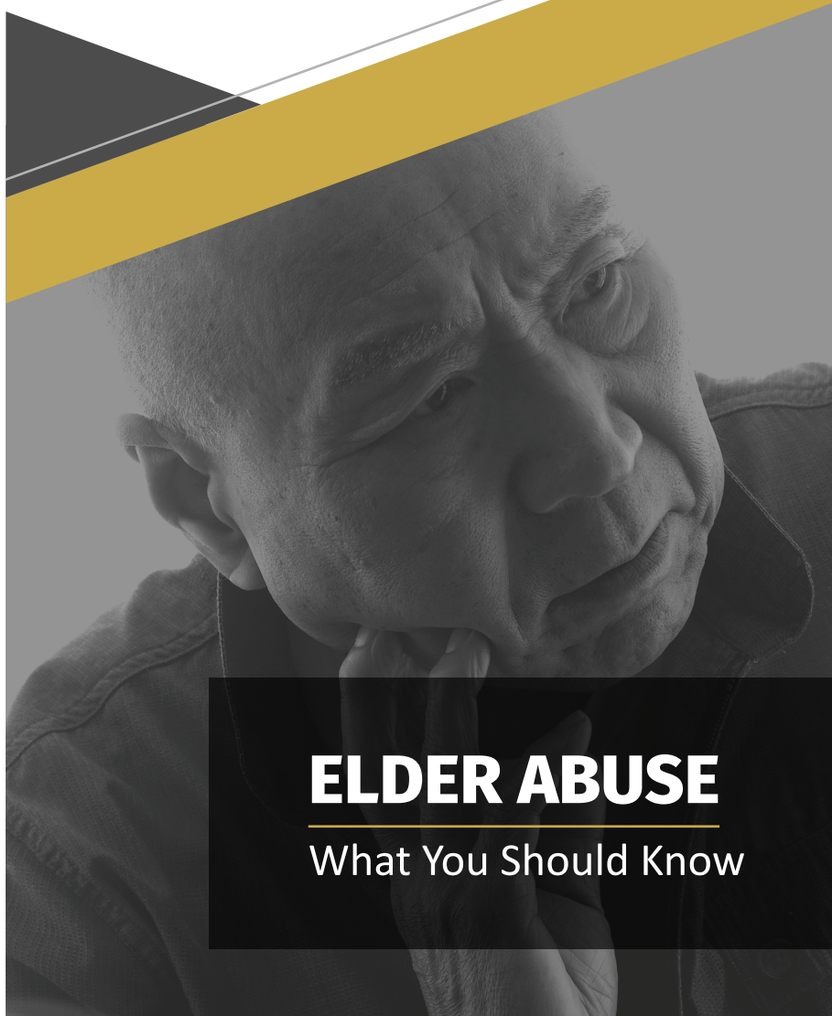
DMFEA WEBSITE

INVESTIGATE PROSECUTE PROTECT

DMFEA

Division of Medi-Cal Fraud & Elder Abuse

State of California Department of Justice



ELDER ABUSE

What You Should Know

What is Elder Abuse?

Elder abuse is the abuse or neglect of anyone 65 years or older and includes physical abuse, emotional abuse, financial abuse, and neglect.

Physical abuse includes:

- Physical assault
- Sexual assault
- Unreasonable physical constraint
- Inappropriate use of physical or chemical restraint

Emotional abuse includes:

- Verbal assaults, threats, and intimidation
- Subjection to fear, isolation, or emotional stress
- Withholding emotional support
- Confinement

Neglect includes:

- Failure to aid with personal hygiene
- Failure to provide clothing and shelter
- Failure to provide medical care
- Failure to protect from health or safety hazards
- Failure to prevent malnutrition or dehydration
- Deprivation of food or water



RECOGNIZING

The Warning Signs

What are the signs of abuse?

While these are common signs of abuse, it is essential to be diligent and notice anything that may indicate abuse.

- Uncombed or matted hair
- Unkempt or dirty appearance
- Untreated medical conditions
- Malnourishment or dehydration
- Unexplained bruises or welts
- Burns caused by scalding water, cigarettes, or ropes
- Any injury that reflects the shape of an object, such as a belt, cord, or hand
- Withdrawn attitude
- Abnormal confusion or forgetfulness
- Depression or anxiety
- Fear of talking openly
- Secretiveness

What is Financial Elder Abuse?

Financial elder abuse is any theft or embezzlement of money or other property from an elder. Taking money from a wallet, manipulating an elder to turn over money, or using an elder's debit card to make purchases for oneself can all be considered financial abuse. This is a serious form of abuse as it can leave elders unable to provide for their needs and fearful of what tomorrow will hold.

Some examples of financial elder abuse are:

- Stealing money
- Intercepting cash or checks
- Fraudulently convincing an elder to hand over money
- Telemarketing fraud
- Identity theft
- Predatory lending
- Home improvement scams

Are you a mandated reporter?

California law requires specific individuals, called mandated reporters, to report suspected elder abuse. This is a partial list of mandated reporters:

- Physicians and medical professionals
- Clergy
- Bank employees
- Employees of a healthcare facility
- Any individual assuming care, responsibility, or custody of an elderly person

Mandated reporters who fail to report may be guilty of a crime (*California Welfare and Institutions Code 15630*).